

Spec Code: 3305(3296)
Occ. Area: 02
Work Area: 731
Prob. Period: 6 mo.
Prom. Line: none
Effective Date: 01/05/01

TECHNICAL SUPPORT SPECIALIST

Function of Job

Under general supervision from a designated supervisor, responsible for the monitoring and day-to-day administration of the campus network and designated unit production systems. The primary work of this classification is to provide technical support including the assessment of computer/network problems, the application of corrective fixes, monitoring the resolution of service requests and using utilities to monitor, analyze and diagnose campus networks.

Characteristic Duties and Responsibilities

1. Provides technical support for a campus network, WAN links, and NT/UNIX based systems and services.
2. Isolates, identifies, and assesses the scope of computer/network problems, providing corrective fixes to systems/networks.
3. Monitors and coordinates resolution of service requests.
4. Uses network utilities to monitor, analyze and diagnose campus networks (e.g. ping, traceroute, SNMP Query agents, Net Scout).
5. Creates, generates and analyzes usage/performance reports to be used in the analysis of performance trends.
6. Manages data content of unit services.
7. Performs other related duties as assigned.

Minimum Acceptable Qualifications

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. (A) 60 semester hours or college coursework, which included courses in grammar and composition and a minimum of 12 semester hours in computer science. As defined by

the employing unit, industry-recognized hardware/software certification may be substituted for up to 12 semester hours in computer science/

OR

- (B) 18 months of work experience supporting network technologies such as Ethernet, TCP/IP, VLANs, LAN/WAN, SNMP and operating systems such as Windows, NT and UNIX

OR

- (C) Any combination of the above that totals 18 months

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Technical competencies in computing and networking.
2. Basic system administration skills with UNIX or NT systems.
3. Attention to detail and accuracy.
4. Good customer service skills.

Technical Support Specialist.....New
